

Job Description

Job Title:	Event Operations Manager
Location:	Cheltenham (with occasional homeworking) We are due in our new home at the Minster Exchange by 2022
Responsible to:	Director of Operations and Human Resources
Hours:	Full time 37 hours per week Some evening and weekend work during Festivals
Salary:	£25,000 - £27,000 per annum
Benefits:	<ul style="list-style-type: none"> • 33 days holiday per annum including bank holidays • Pension • Staff Ticket Allocation

Background information

Cheltenham Festivals is a charity co-creating experiences which bring joy, spark curiosity, connect communities and inspire change. Our year-round education, community and talent development programmes culminate at the town’s internationally acclaimed Jazz, Science, Music and Literature Festivals.

Since the launch of the Music Festival in 1945 and the Literature Festival in 1949 (the World’s oldest Literature Festival) Cheltenham has been at the forefront of contemporary British culture. The Jazz Festival was introduced in 1996 and the Science Festival in 2002.

The charity is led by a Senior Management Team (SMT) that is responsible for live and digital content, all year-round outreach & education programmes, festival delivery, marketing, HR and finance.

The Role

The Event Operations Manager will lead the operations team (three full-time year-round posts and one Intern for 8 months) in delivering all aspects of event specific logistics across the four festivals, year-round programmes and outreach projects. The role involves working collaboratively with all departmental teams within the organisation, and the external Production Company, to achieve the best possible experience for audiences, artists, volunteers, donors and partners across Cheltenham Festivals charitable activities. With inclusion, equity and sustainability driving the charity's mission and vision this role is pivotal in creating a welcoming, safe and enjoyable experience for everyone.

Detailed Job Description

- To support creative content teams on all aspects of operational delivery of events across all four festivals and other year-round activities as required and with an understanding of the operations and production timelines
- To liaise with internal departments on all aspects of managing events, including, but not limited to, booking venues, furniture, signage, riders and resources required and updating Artifax accordingly (Events software, training will be given)
- Working alongside the Production Manager who oversees technical specifications and venue infrastructure.
- To manage the year-round operations team, including Intern, to create a cohesive and supportive team putting in place internal processes that provide efficiencies across the interface between Operations and other departments. (eg box office, marketing, finances & HR, development, education and programming teams)
- To manage the operations team in the collation and delivery of participants' requirements, including transport, accommodation, contracts, Riders, liaising with exhibitors, agents, speakers and artists as required
- In line with the vision of the charity and in collaboration with all teams, develop fully accessible festival sites and events that create safe and welcoming experiences for everyone
- In consultation with the Director of Operations manage the operational aspects of the catering and bar contracts across the Festival sites, to include participant and staff requirements, handing over delivery to the external Production Company when appropriate.
- In consultation with the Director of Operations and Production manage the waste management company to deliver a comprehensive recycling and waste management message to all our audiences, participants and food and drink partners

- To manage the site-dressing brief for each festival, handing over the site implementation to the external Production Company when appropriate
- To attend regular festival project meetings when relevant and cascade all relevant information to the Operations team
- To monitor festival production budget lines allocated to the Operations Department; to manage the process of per diems and food vouchers for all staff, volunteers and event staff
- With support from HR and Volunteer Co-ordinator ensure enough volunteers and event staff are in place to adequately resource festivals and year round activities throughout all venue spaces. To ensure that the wellbeing and training of freelance event staff and volunteers is delivered to a high standard and meet all legal requirements, and that relevant policies are in place and reviewed regularly.

General responsibilities

In addition to the specific responsibilities of the role above, all the Cheltenham Festivals team are expected to:

- Diversity and Inclusion:** ensure that our Equality, Diversity and Inclusion (EDI) policies are followed and embrace the benefits of diversity so that everyone – irrespective of individual differences in their identities, background or any personal characteristics – receives fair and equal treatment in a safe, welcoming and enjoyable environment.
- Performance Improvement:** be responsible for your own performance, participate in our performance review procedures and propose better, faster or less expensive ways to do things which help our overall mission.
- Health and Safety:** be responsible for ensuring the health and safety of the team and yourself by following safe systems of work, and by meeting the requirements of the health and safety policy.
- Compliance and Integrity:** be compliant with the law and the Festivals’ policies especially with regards to data protection and IT security and ensure other policies as advised from time to time are followed.

This job description is not intended to be exhaustive and the nature of our work and the size of our team at Cheltenham Festivals requires everyone here to be flexible. You may be required to take on such reasonable additional or other responsibilities and tasks as we need from time to time.

Person Specification

Criteria	Description
Experience	<ul style="list-style-type: none"> • Minimum of 3 years working in festivals, hospitality or events sector • Evidence of leading a team to achieve high standards of delivery

	<ul style="list-style-type: none"> • Experience of project management and working to tight deadlines • Working to budgets, monitoring and reporting as required.
Skills	<ul style="list-style-type: none"> • Planning and organising: excellent organisational and project management skills; meticulous attention to detail • Building relationships – works collaboratively, cross-disciplinary teams • Innovative – thinks laterally to solve problems and make continuous improvements to ways of working • Works with integrity with up to date knowledge of current legal/regulatory requirements for live events • Excellent communication skills, both written and verbal • Ability to prioritise and work under pressure. • Ability to use Excel spreadsheets to a high standard • Knowledge of CAD beneficial but not essential
Qualifications	<ul style="list-style-type: none"> • English and Maths at GCSE level or equivalent

Cheltenham Festivals is an equal opportunities and Disability Confident employer who embraces the benefits of diversity so that everyone – irrespective of individual differences in their identities, background or any personal characteristics – receives fair and equal treatment in a safe, welcoming and enjoyable environment